

AXIS Security Camera System

Manual



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SOFTWARE : INTRODUCTION

1a. The goal of this manual is to teach you how to use and interact with the security camera system provided by Response Electric, regardless of your expertise and/or knowledge of computers and technology. We have over 700 cameras installed on the property and with the proper training, you should be able to easily use this system.

This manual has been broken down into two sections. The first section explains how you can view **live** video and the second section deals with how to view **recorded** video.

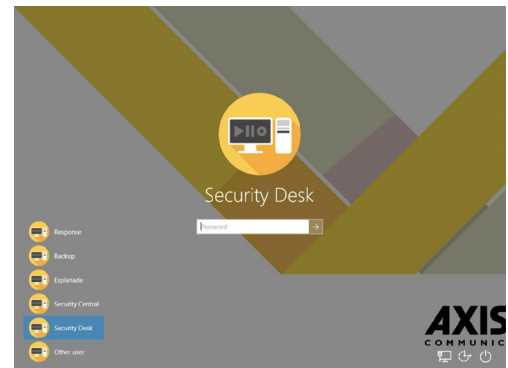
HOW TO: LOG INTO THE SYSTEM AND OPEN THE SOFTWARE

1b. First, you will need to boot up the computer and log into Windows. You will see one of two screens. The lock screen or the user screen.

- 1) If presented with the **lock screen** you can simply press the “ENTER” button on your keyboard or use your mouse to click and swipe up with the cursor.

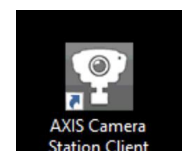


- 2) If presented with the **user screen** you will need to select the username that you have been assigned, then type in your password and press “ENTER”.



1c. Now you can start the software and log into the camera system. You will need to log into the system when the computer starts up, after a restart, or if the system crashed or was shut down incorrectly.

- 2) The first thing you want to do is double click on the icon, shown here on the right, that is on your desktop.
- 3) You will see the software login screen appear and the system will load. It may ask you to log in, which you can see pictured to the right. You would select “Server List” for quick access to connect to all available servers.
- 4) In the drop-down menu choose “Esplanade Servers” and then click “Login”.



AXIS Camera Station



LIVE VIEW : HOW TO USE LIVE VIEW

2a. With live view, you can select different camera views. For example: you can view the elevator cameras, lobby cameras, floor cameras and exterior cameras, as a single view or simultaneously on up to 4 different monitors. Seamlessly, with a click of a button, you can quickly and easily access all these cameras' views.

- 5) Once you're logged in and the software finishes loading you can select the "View" tab, after which you can select the view configuration you would like to see.



Tip : If you do not see any view tabs you can press the "+" button on the same line, then select "Live View". This will bring up a new view tab.

- 6) Once you have selected a view, you will see the cameras connecting and displaying in the configuration of the view you chose.
- 7) These views are pre-programmed, but you can select several different views.
- 8) Here are some multiple view options:

- **Map View** - This allows you to select a camera based on a floor plan of the complex.
- **Multiple View** - This is a customizable view where you can see several different camera views on a single screen.
- **List View** – This option will scroll through all the cameras listed based on name and location.
- **Tab View** – Once you have created and named your own custom views, you can select these by clicking on the tabs that have the your custom view name on them. Similarly to how you select tabs on an Internet browser for different websites.

HOW TO: USE THE MAP FEATURE

SCAN ME



2b. Since there are so many cameras, using the map feature allows you to navigate to the specific view you are looking for, quickly and easily. For instance, if there is an incident on a specific floor and/or staircase, you can quickly go to the map view for that building and click the camera view you want to see.

For example:

- You need to see **Building 4, Floor 4, Staircase A**
- Select the “B4 Map Riser” view and hover your mouse cursor over the camera icon on that floor.
- A small thumbnail of the camera will appear showing a real-time image.
- Double click the icon and it will show a full screen view. Double click again to go back to the Map View if you want to see the surrounding area

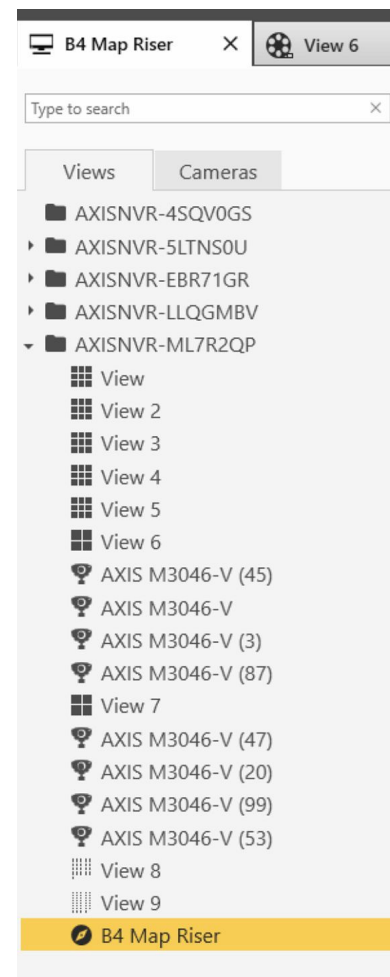
The screenshot displays the Axis NVR software interface. The top bar includes tabs for 'B4 Map Riser', 'View 6', and 'Configuration'. On the left, a sidebar lists various views and cameras. The 'B4 Map Riser' view is selected and highlighted with a red box and an arrow. The main area shows a floor plan map with numerous camera icons. One camera icon is highlighted with a red box. Below the map, a detailed view of the selected camera is shown, including a real-time video feed and a list of camera details.

AXIS M3046-V
AXIS M3046-V
Axis
192.168.0.177
ACCC8ED8DDD8
AXISNVR-ML7R2QP

HOW TO: CHANGE TO MULTIPLE MONITORS

2c. The entire system consists of 700+ cameras covering a lot of area and you will want to be able to configure multiple views on multiple monitors in a way that serves your purpose. view any camera at any time. As was explained on Page 5, there are many variations of live views that can be configured. Let's look at how these different views can be configured on all of the other available monitors.

- 1) Each viewing station allows for up to 4 monitors.
- 2) First select your main view on the first monitor by clicking once on the view selection.
- 3) Once the main view is showing on the main screen you can select a view on the second monitor by clicking and dragging what you want to see it to the second monitor with your mouse.
- 4) That next view will then connect on the second monitor.
- 5) Based on the number of monitors you can select one main view on each.
- 6) Please use your phone's camera to scan the barcode above to watch the tutorial on how to do this.



HOW TO: CREATE, EDIT, AND USE A VIEW

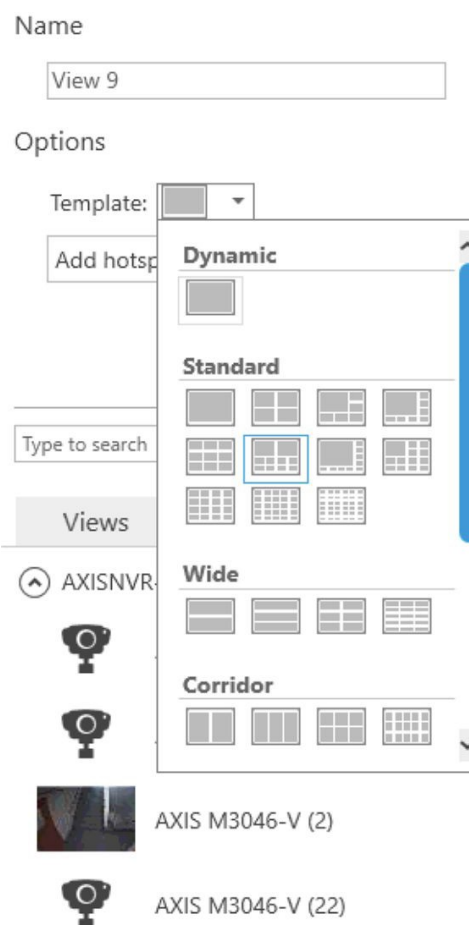
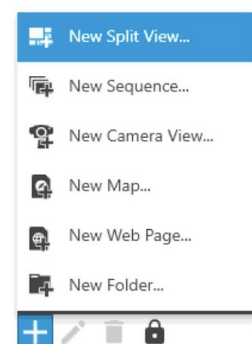
2d. With so many cameras you will need to organize the way you are looking at them. There are different view types but the one you will probably use the most will be the “Split View”, which allows you to choose how many cameras will appear on one specific monitor.

- 1) To create a new split view, go to the bottom left of the main screen and click the “+” button. Choose “New Split View”.
- 2) A new sub-menu will appear giving options on how to edit this new view

- **Name:** Type the name of this new custom view.
- **Template:** This allows you to choose how you want your view to look. Because the camera configurations are predetermined, this is the easiest way to achieve a custom layout.

- **Drag Cameras:** Once you have the template selected you can start dragging the camera views you want from the menu below it.
- **Search:** Below the “Template” option you can see “Type to search”. When a camera is labeled and you start to type its name, the program will start to suggest camera names that you can click on should the name you want appear and/or it will wait until you have finished typing the name.
- **Drag and Drop:** When you have selected the camera you want to view, click, and drag to the right of the screen and drop it in the corresponding box of your choice.

- **Add Hotspot:** This feature, located below “Template” enables you to choose a particular box (usually larger) to give a larger view of a camera with one click. If the present view is small and you do not want to lose the view of all the cameras this is the best option.
- **Save View:** When you fill all the boxes and are satisfied with the view click the “Save View” button.



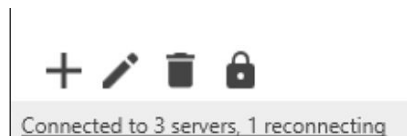
If you put a camera in the wrong spot or chose the wrong one, just drag the correct camera on top of it and it will override or right click it and select “Remove View”.

MULTIPLE BUILDINGS: HOW TO VIEW OTHER BUILDINGS WITH CREDENTIALS

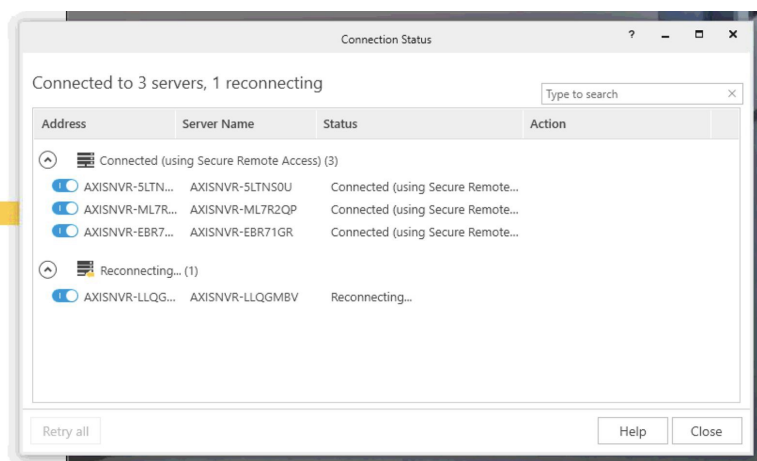
1a. It may be necessary, based on Esplanade's guidelines, to view other buildings. This could be needed in the case of an emergency or if Security requires it.

- 1) If you are Security at the front desk of Building 3 and there is an incident in front of Building 4 but you don't have that particular view on your monitor, you will need to add this camera quickly. Each system will be programmed to have all servers talking to one another and you can access any camera by using credentials

- 2) On the main screen in the bottom left corner you will see "Connected to X servers.."



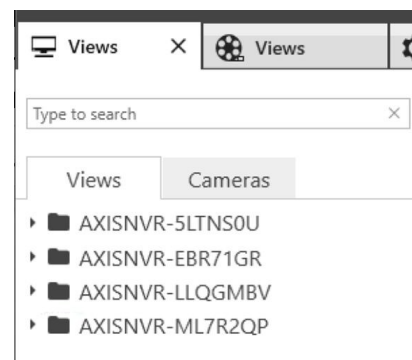
- 3) Click this link and you will see the currently "connected to servers" and the available servers you can connect to.



- 4) By selecting the tab on the left of the server's name you will be able to connect to all cameras in this system. (If the names do not show the corresponding building and floor type please go to the Troubleshooting section at the last page.)

- 5) When the tab on the left of the server's name turns blue you can choose "Close". This means the server has connected successfully.

- 6) Now go to the Views section. Here you will see the name of the newly connected server and be able to select the desired camera view or you can go to "Type to search" and type the name of the camera for quick access.



- 7) If you no longer need to view cameras on this server, you can go back to the "Connected to X servers..." and turn the blue tab off.

RECORDINGS : INTRODUCTION

1a. At times it will be necessary to playback footage to view an event. The system is set up to record video only when the motion sensor on a camera senses motion. This allows the system to record more data since less disk space is being used. This also enables you to find what you are looking for without having to scroll through hours of footage. Within minutes, you can find exactly what you need.

HOW TO : PLAYBACK CAMERA FOOTAGE

1b. So, let's say there was an incident that you want to view, and possibly save. We have two options.

A) You can select the "Recording" section of the software:

This will give you full access to review all cameras at any date and time. From here you can review multiple cameras at once, backup different angles and create an incident report.

B) You can do an Instant Replay:

This allows you to have seen what just happened 15 seconds prior to the incident the live view of the camera you want to view. You can click and drag to go back further than 15 seconds, if needed. Once you have the timeframe you want, you can save as a video file or an incident report.

HOW TO : USE PLAYBAR AND SELECT BY TIME/DATE

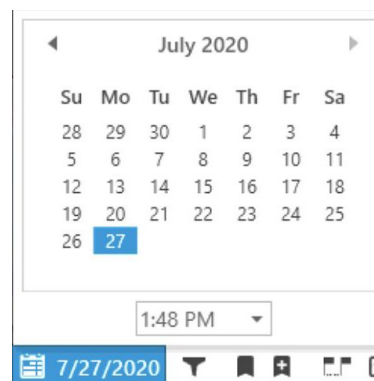
1c. To select the date and time and camera you want to view the recordings of, you have two options.

- 1) Select an already open view or choose the “+” button and select “Recordings” to create a new view.

- 2) To choose the view, you can search using the search bar for a specific camera or use a custom-pre-made view if there are multiple cameras.

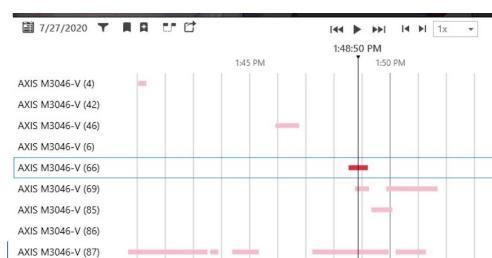


- 3) To select the date and time let us focus on the middle and bottom portion of the screen shown at the right. Once you select the date that the incident occurred, the bars below this will now reflect all cameras presently selected or available to view.



- 4) All cameras are programmed to record once it senses motion. When there is no motion, nothing is recorded. This allows us to save recording space on our servers.
- 5) The picture on the right, shows red bars on the bottom. These bars tell you which cameras have recordings and when they were recording.

- 6) When the bar is dark red, it indicates you have selected and are viewing that camera. The light red bars indicate that the camera is not selected. You can select a single camera or multiple cameras to review. Double clicking on a single camera view will expand that view. Selecting a multi-view on the bottom bar will allow you to select multiple cameras.



- 7) While hovering over the dark red bars with the cursor, small “+” & “-” symbols will pop up that, when hovering over them, will fast forward or rewind the recording to get closer to the time frame you are interested in. You can also use the scroll wheel on your mouse to do this.
- 8) If you need to view a time frame that you do not see it on the screen, you can drag the screen left and right. This will give you access to recorded video that coincides with the time frame you are looking for.

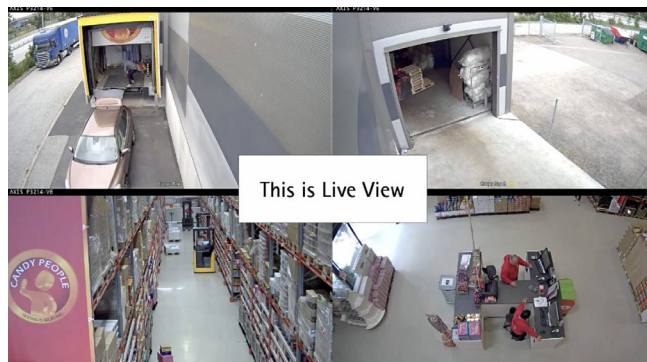
HOW TO : INSTANT REPLAY

SCAN ME



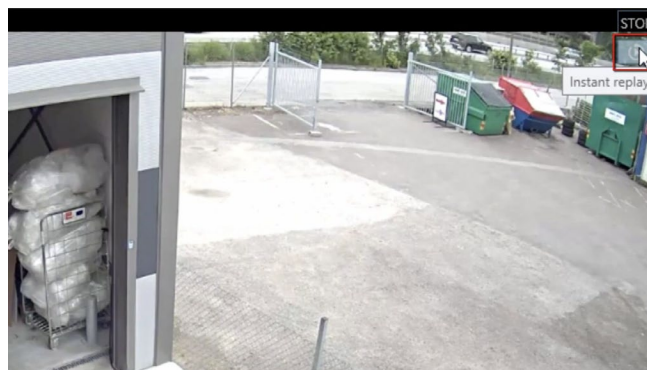
1d. In some instances, you may find yourself watching the cameras live and notice something that requires another look. Instant replay allows you to time stamp footage and find it later with a simple button click, without the hassle of having to select past dates and times.

1) Make sure you are viewing the live view of the camera you want to go back on.

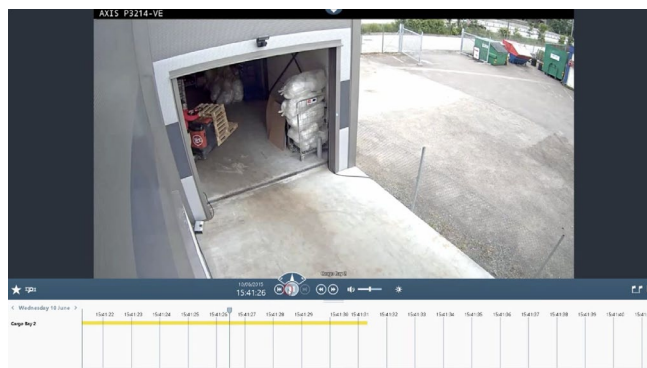


2) Hover your mouse cursor over the specific camera you would like to review. In this example, we will use Camera #2.

3) If you hover the cursor in the top right corner of the camera view, a play button with a circling arrow around it will appear. Click this to initiate the replay.



4) The system will now show an instant replay. You can scroll left and right to find when the incident occurred by clicking and dragging with your mouse on the yellow bar.



5) You can then choose to save the footage or create an incident report to follow up with later. *To create an incident report please see Page X.*

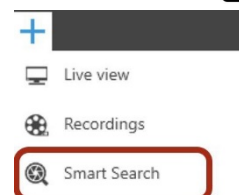
6) Click the same button on the top right corner to go back to the regular live view.

HOW TO : SMART SEARCH

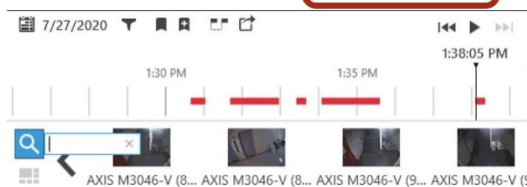
1e. Smart Search is a fast and powerful tool to review blips of recordings. For example, if a package was left in front of a door, you can quickly find who put it there, when it was dropped off and when it was taken or picked up.



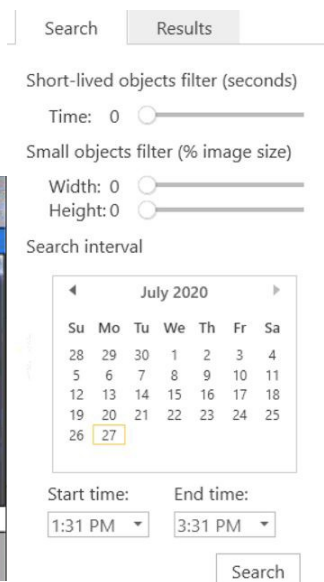
- 1) At the main screen select the “+” button on the top bar and on the drop-down menu click “Smart Search”.



- 2) The search options are similar to the regular playback menu. There is a search bar on the bottom left where you can type the camera name or select a camera from the icons. You can only search one camera at a time.



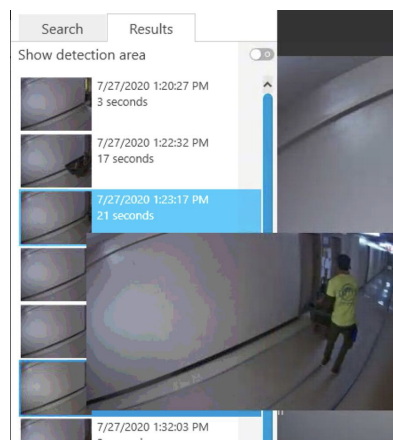
- 3) At the search tab menu has multiple options. You can choose the amount of time an object may have been visible, and you can select the date/time window where the incident happened.



- 4) The selection box in the middle of the screen gives you the option to select where an incident may have occurred. For example, we want to see down the hallway. Drag your corners of the box to focus on the view you are interested in.



- 5) When you have all the details prepared, hit “Search”. On the left pane you can see the software populating results of possible matches to what you are looking for.
- 6) Hover over a thumbnail and it will enlarge the image. If this is what you are looking for, double click the selection and it will begin to play.



BACKUP/SAVE FOOTAGE: INTRODUCTION

1a. You learned how to review footage, and now you might need to save and store it accordingly. Depending on the guidelines provided by Esplanade there are different ways we can go about storing the recorded footage.

- You can submit and upload video and pictures via a network folder like Dropbox for universal access.
- You can keep it local and print incident reports and file away.
- You can learn the different utilities the camera software can offer on the next page.

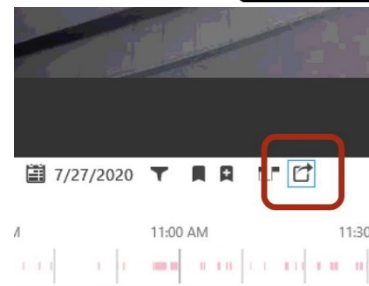
HOW TO: BACKUP VIDEO

1b. Backing up video that you are reviewing can be done in a few simple steps. While at the “Recordings” or “Smart Search” screen and knowing the camera, time, and date of an incident, you can quickly create a capture list.

SCAN ME



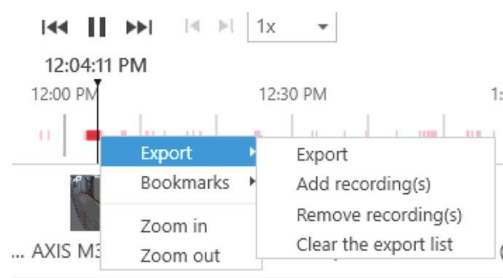
- 1) While reviewing footage, to the left of the play button, above the play bar you will see a small group of options. Circled in red is the “Export recordings...” button.



- 2) This button will open a new tab when selected. From here you can select to export single or multiple images/videos.

- 3) If you choose to export through the play bar you can right click any red bar motion and either choose “Export” or “Add recording(s)”.

- The “Export” button will allow you to export directly and brings you right to the export tab.
- If you choose “Add recording(s)” it will quickly add to your list of multiple recordings to export.



- 4) This list reflects multiple recording to be exported.

Preferred streaming profile: Highest Type to search									
	Start	End	Duration	Event	Streaming profile	Notes	Edited	Audio	
AXIS M3046-V (3)									
	7/27/2020 12:02:52...	7/27/2020 12:04:42...	1 minute 5...	Motion	Medium				
	7/27/2020 12:02:52...	7/27/2020 12:04:42...	1 minute 5...	Motion	Medium				
	7/27/2020 12:02:52...	7/27/2020 12:04:42...	1 minute 5...	Motion	Medium				

- 5) The picture below shows the options for;
 - What folder you want to export the files to.
 - If you want to password protect the files.
 - How long the export will be.
 - If you want to change this to be an incident report.

- 6) When you have prepared all your options, hit “Export”.

5 minutes 30 seconds of recorded video across 3 recording(s)

C:\Users\Response\Desktop\Security Incidents Browse...

☒ Include notes ☐ Include audio

Advanced settings

☒ Add digital signature ☐ Export to Zip file

☒ Include Axis File Player Password:

☐ Create playlist (.asx) Confirm password:

Save Load

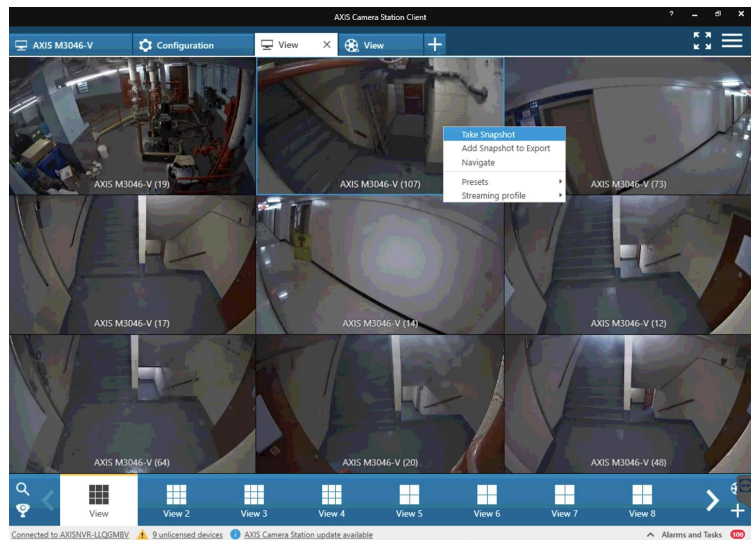
Switch to incident report Export Cancel

HOW TO : TAKE A SNAPSHOT

1) If there is an incident occurring that you do not have time to review until later, you can timestamp the incident by taking a screenshot.

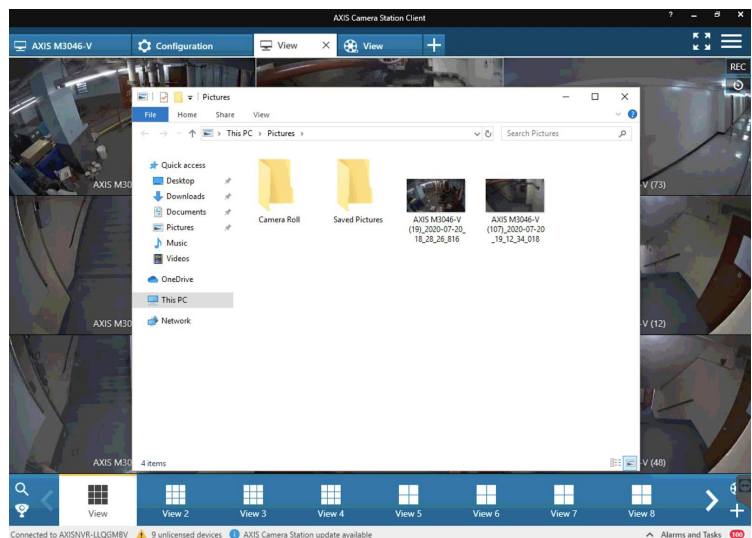
2) The screenshot to the right shows Camera #2. To enable the menu that you see here, just right-click with your mouse on the camera.

You will be presented with 2 options.



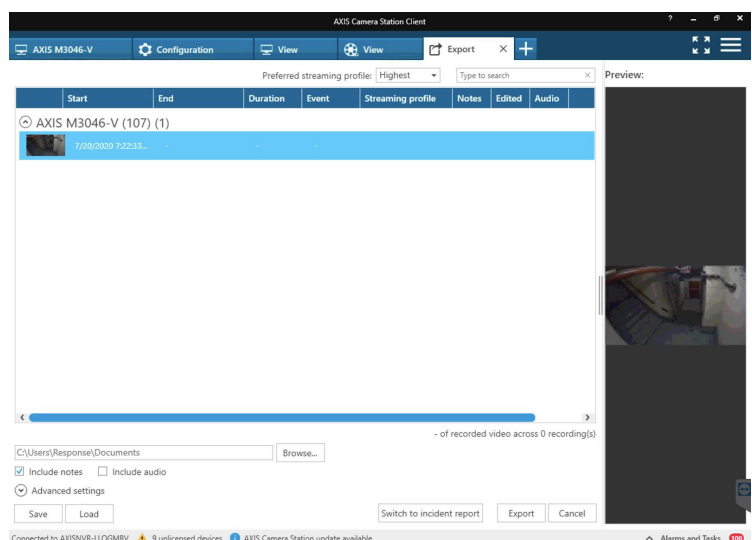
TAKE A SNAPSHOT

- You can take a quick screenshot of the image that you will be asked to save in a folder.
- A folder will automatically open showing you where the file will be saved.
- You can also choose to email, upload, put on a flash drive, or just save for later.



EXPORTING A SNAPSHOT

- This opens a new tab called "Export"
- Here you can choose how you want to save this snapshot by selecting Export or Incident Report.
- This will be covered on Page 19



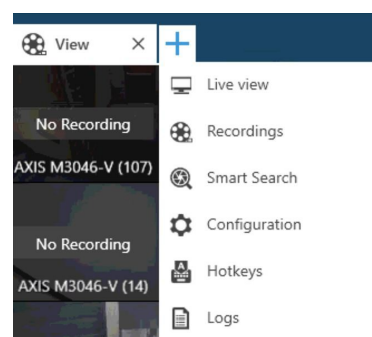
HOW TO : CREATE AN INCIDENT REPORT

Depending on Esplanade Garden's policy, you may need to create a report during an incident rather than just saving a video backup. These reports can be stored on a server for later use or printed to keep track of incidents. You will be able to include multiple videos, screenshots, and notes regarding the type of incident that occurred.

SCAN ME



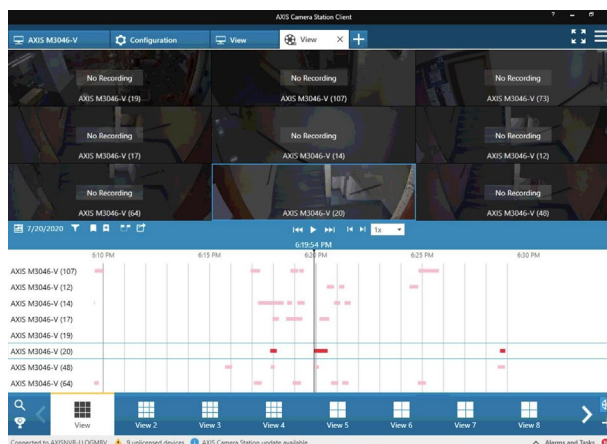
1) While viewing the cameras live, at the top of the software's screen, you'll be able to select the Movie Reel Tab or, if you do not see that button, select the "+" and then select "Recordings". Both are shown in the picture.



2) Once selected you will reach the page that allows you to review footage. You will have many options but for now let us focus on just incident reporting.

3) The cameras are programmed to record what they see once the motion detector senses motion and starts recording. When there is no motion, nothing is recorded to save recording space on our servers.

The screenshot on the right, shows red bars. These bars tell us that the which cameras have recordings and when they were recording



4) When the bar is dark red, that indicates you have selected and are viewing that camera. The light red bars indicate that the camera's selected. You can select a single camera or multiples to review. Double clicking on a single camera view will expand that view. Selecting a multi-view on the bottom bar will allow you to select multiple cameras.

5) While hovering over the dark red bars with the cursor small "+" & "-" symbols will pop up that, when you hover over them with the cursor, will fast forward or rewind the recording to get closer to the time frame you are interested in. You can also use the scroll wheel on your mouse to do this.

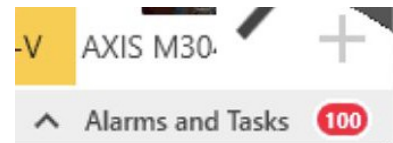
6) If you need to view a time frame that you do not see it on the screen, you can drag the screen left and right. This will give you access to recorded video that coincides with the time frame you are looking for.

HOW TO : VIEW FILES EXPORTED

1e. After you have learned all the different formats of video you can export, you'll need to be able to find the files for review or to check they were uploaded correctly.

- 1) Each time you export a file, you will have specified what folder it was saved in. There are two ways to open the corresponding folder.
 - a) Manual folder search.
 - b) Taskbar option within the software.

- 2) After a successful export you will notice, at the very bottom right of the camera software, where it says, "Alarms and Tasks".

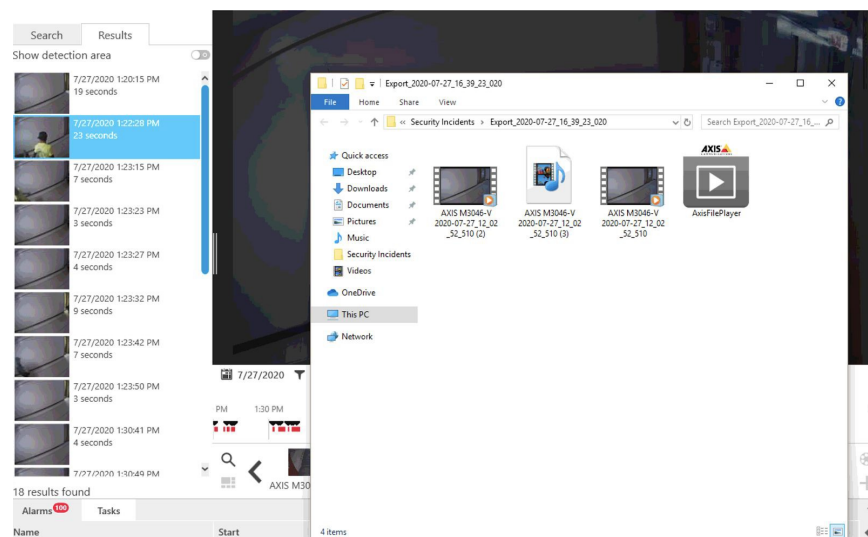


- 3) Click the up arrow. A sub menu will appear with two tabs.
- 4) Selecting the "Alarms" tab shows you any issues the system may be having, such as if a camera goes down or restarts.

- 5) Under the "Tasks" tabs we can see all exports. If the "Message" reads "Finished" then your export is complete, and we can double click the message.

Alarms 100			Tasks		
Name		Start		Message	
✓	Export recordings	7/27/2020 4:38:12...		Finished	

- 6) The folder will now open and you can review footage as needed



TROUBLESHOOTING

HOW TO: TURN THE COMPUTER ON

To know if the computer is on, you will see a blue, glowing light on the front. If the computer was unplugged by accident, inadvertently shutdown, nothing on the screen, or it was not on upon arrival then you will need to check and see if the light is on at the power button. If you do not notice a light, then let's push the power button and see if it boots.

HOW TO: RESTART THE COMPUTER

Only under certain conditions should you need to restart the computer. If you notice the computer is slow, glitchy or some cameras are not showing up as accessible, it could be that the computer's not connecting to the internet properly. In this case, you can try restarting the computer. Just make sure you remember your login credentials, otherwise you will be stuck at the login screen.

HOW TO: LOG IN TO CAMERA SOFTWARE WITH "LAST USED SERVERS"

When using "Last user used" does not work.

WHAT IF I CAN'T SEE A CAMERA

If there is a specific camera you're looking for that isn't showing up on any screen or if any camera shows that it's disconnected, then please contact Response Electric at 718-599-5153 or email at datacom@responseelectric.com.

WHAT IF I CAN'T CONNECT TO AN NVR

If you can connect to certain NVR/Servers but a particular NVR/Server isn't loading or showing correctly, then please contact Response Electric at 718-599-5153 or email datacom@responseelectric.com.

WHAT IF THERE'S NO FOOTAGE

If you are attempting to review a camera's footage regarding an issue that you think was recorded and you cannot find a recording, either there was no motion to activate the camera or there is a possible issue with the camera. If you are sure there should be a recording for that particular camera please email datacom@responseelectric.com with the date, time and location that the issue occurred and we will be happy to assist.

DISCRETION:

This manual reflects a near complete system. The images provided in this manual do not show final programming and names of devices. Once the system is complete, the manual will be revised to show the most up to date programming and images.